



9-1-1 Office Memo 07-04

May 25, 2007

EXPIRATION: When Superseded or rescinded

To: California 9-1-1 County Coordinators

SUBJECT: Routing of OnStar Emergency Calls via the E9-1-1 Network

The California 9-1-1 Emergency Communications Office (9-1-1 Office) has established new policy with regard to telematics emergency call processing. Under specific conditions, telematics service providers (TSPs) are now permitted to deliver emergency calls to the public safety answering point (PSAP) through the E9-1-1 network via 9-1-1 trunks.

One such TSP, OnStar, has teamed up with the database company TeleCommunications Systems, Inc. (TCS) to process emergency calls using the same methodology as voice over Internet Protocol (VoIP) call routing, and using the same NPA-211-xxxx assigned numbers (also known as ESQKs). In those areas where TCS has deployed VoIP service, OnStar emergency calls can be delivered via the E9-1-1 network. You may have been contacted already by OnStar and received information.

To facilitate the routing of OnStar emergency calls to local primary PSAPs, this memorandum is being sent to County Coordinators, along with some background information about OnStar and the Telematics Best Practices adopted by the Association of Public-Safety Communications Officials, International (APCO). These documents should answer many of the questions you may have.

County Coordinators need to contact their respective PSAPs to confirm whether the PSAPs are interested in receiving emergency calls via the 9-1-1 network. If PSAPs do not want OnStar calls delivered to them in the 9-1-1 network, then OnStar needs to be notified. At this time, they are the only TSP to have requested delivery of their emergency calls via the 9-1-1 network. Receiving these calls via the E9-1-1 network will not result in an increase in call volume. The PSAP currently receives calls from OnStar on their 10-digit emergency number. These calls would be simply rerouted into the 9-1-1 network, delivered to the 9-1-1 position, and displayed on the ALI screen.

The following points are provided as additional information regarding OnStar call processing:

- 1) Only emergency calls will be sent to the PSAP after first being triaged by OnStar.
- 2) The OnStar operator will remain on the line throughout the call and will re-establish connection should the call be dropped.
- 3) OnStar has foreign language interpretation and TTY capabilities.

- 4) If a call is misrouted, the OnStar operator will take back the call and reroute it to the correct PSAP. It is important that PSAPs allow OnStar to reroute the call, as not every PSAP has the 9-1-1 trunk identification encoded within their equipment for routing to other PSAPs.
- 5) OnStar does not want PSAPs to transfer their calls to another PSAP using 10-digit numbers outside the network.
- 6) PSAPs will see the "VOIP" as the class of service even though it is not a VoIP call.
- 7) PSAPs should not call TCS for any issues. (OnStar will provide appropriate contact numbers.)

If you have any questions regarding this new policy, please contact your assigned 9-1-1 Office consultant and, as always, you may contact me by email at daphne.rhoe@dgs.ca.gov or by telephone at (916) 657-9911.

A handwritten signature in blue ink, appearing to read "Daphne Rhoe".

DAPHNE RHOE, ENP
Chief, California 9-1-1 Emergency Communications Office

cc: California 9-1-1 Office Consultants
John Hunt, OnStar

Attachments

APCO Recommended Best Practices Telematics Call Processing
OnStar Priority access (MS PowerPoint)